

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

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Annual 64.2009(e) CPNI Certification for 2009

Date filed: February 23, 2009

Name of company covered by this certification: MMG Holdings, Inc.

Form 499 Filer ID: 825554

Name of signatory: Christopher J. Marshall

Title of signatory: President

I, Christopher J. Marshall, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed 

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MMG Holdings, Inc.

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**STATEMENT EXPLAINING HOW THE COMPANY'S OPERATING
PROCEDURES ENSURE COMPLIANCE WITH THE FCC'S CPNI RULES**

Prefatory Statement:

MMG Holdings, Inc. will disclose CPNI to the customer, or another entity designated by the customer, only after receiving an appropriate request (verified appropriately); or in those instances where disclosure is permissible without customer approval; all in accordance with Section 64.2001 *et seq.* of the FCC's Rules and Regulations.

1. Customer Proprietary Network Information ("CPNI")

The law affords privacy for two kinds of information related to MMG Holdings, Inc. as the telecommunications carrier: (1) information about the quantity, technical configuration, type, destination, location, and amount of a telecommunications service subscribed to by any customer, and (2) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer.

That information, when matched to a name, address, and telephone number is known as "Customer Proprietary Network Information" or "CPNI" for short. Examples of CPNI include information typically available from telephone-related details on a monthly bill such as the types of services purchased by a customer, numbers called, duration of calls, directory assistance charges, and calling patterns. (CPNI does not include names, addresses, and telephone numbers, because that information is considered subscriber list information under applicable law.)

2. Use of CPNI is Restricted

MMG Holdings, Inc. recognizes that CPNI privacy concerns have led Congress and the FCC to impose restrictions upon its use and disclosure, and upon the provision of access to it by individuals or entities inside and outside our company.

MMG Holdings, Inc. has designated its President as the CPNI Compliance Officer responsible for: (1) communicating with our company attorneys and/or consultants regarding CPNI responsibilities, requirements, and restrictions; (2) supervising the training of company employees and agents who use or have access to CPNI; and (3) receiving, reviewing, and resolving any questions or issues arising within our company regarding use, disclosure, or provision of access to CPNI.

Company employees and agents that may deal with CPNI have been informed that there are substantial federal restrictions upon CPNI use, distribution, and access. In order to be authorized to use or access the company's CPNI, employees and agents must receive training with respect to the requirements of Section 222 of the Communications Act and the FCC's CPNI Rules (Subpart U Part 64 of the FCC Rules).

3. Permissible Uses of CPNI

MMG Holdings, Inc. employees and agents are strictly prohibited from using CPNI, and from providing CPNI to individuals or entities inside or outside the company, except as follows:

1. MMG Holdings, Inc. may, after receiving an appropriate request from a customer (verified appropriately), disclose or provide customer's CPNI to any person or entity designated by the customer.

Disclosure based on a phone call inquiry may occur if:

- 1) Customer, or a customer-authorized entity, provides a pre-established password
- 2) Information is mailed to customer's of record or
- 3) We call the telephone number of record with the requested information.

2. In the absence of an appropriate request from the customer, MMG Holdings, Inc. may still provide the customer's phone records or other CPNI to a law enforcement agency in response to a warrant or subpoena that specifies the particular CPNI to be furnished.

3. MMG Holdings, Inc. may use, disclose, or permit access to CPNI to provide the same category of telecommunications service to a customer from which the CPNI is derived. For example, we may use the CPNI from our provision of local exchange service to a customer to inform the customer of new, additional, or modified local exchange service offerings.

4. MMG Holdings, Inc. and its authorized employees may use, disclose, or provision of the telecommunications service from which the CPNI is derived.

- a. The FCC has noted the publishing of directories as an example of this permitted use.

b. The FCC has indicated that telecommunications carriers may use, disclose, or permit access to CPNI, without customer approval, to provide inside wiring installation, maintenance, and repair services.

c. The FCC has stated that local exchange carriers and commercial mobile radio service providers may use CPNI, without customer approval, to market "adjunct-to-basic" services such as speed dialing, computer-provided directory assistance, call monitoring, call tracing, call blocking, call return, repeat dialing, call tracking, call waiting, caller ID, call forwarding, and certain Centrex features.

5. MMG Holdings, Inc., its authorized employees, and its billing agent may use CPNI to initiate, render, bill, and collect for telecommunications services.

6. MMG Holdings, Inc. may use CPNI to protect company rights or property, and to protect users and other carriers from fraudulent, abusive, or illegal use of (or subscription to) the telecommunications service from which the CPNI is derived.

7. MMG Holdings, Inc. may use, disclose, or permit access to CPNI derived from its provision of local exchange service or interexchange service, without the customer's approval, to provide customer premises equipment ("CPE"), call answering, voice mail or messaging, voice storage and retrieval services, fax store and forward, and protocol conversion.

8. If a customer subscribes to more than one category of service offered by MMG Holdings, Inc., we are permitted to share CPNI among its affiliated entities that provide a service offering to the customer.

If a customer does not subscribe to more than one offering, MMG Holdings, Inc. is not permitted to share CPNI with its affiliates without the customer's consent pursuant to the notice and approval procedures set forth in Sections 64.2001 *et seq.* of the FCC's Rules.

9. When an existing customer (appropriately verified) calls or visits MMG Holdings, Inc. to inquire about or order new, additional, or modified services (in-bound marketing), we may use the customer's CPNI to assist the customer if we provide the customer with the oral notice required by Sections 64.2008© and 64.2008(f) of the FCC's Rules.

10. MMG Holdings, Inc. has adopted a policy that it does not and will not use, disclose, or permit access to CPNI in connection with company-initiated marketing of services to which a customer does not already subscribe (out-bound marketing).

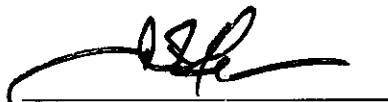
4. CPNI Compliance Officer

In addition to the specific matters required to be reviewed and approved by MMG Holdings, Inc.'s CPNI Compliance Officer, employees and agents are strongly encouraged to bring any and all other questions, issues, or uncertainties regarding the use, disclosure, or access to CPNI to the attention of our Compliance Officer for appropriate investigation, review, and guidance. The extent to which a particular employee or agent brought a CPNI matter to the attention of the CPNI Compliance Officer and received appropriate guidance is a material consideration in any disciplinary action brought against the employee or agent for impermissible use, disclosure, or access to CPNI.

5. Disciplinary Procedures

MMG Holdings, Inc. has informed its employees and agents that it considers compliance with the Communications Act and FFC Rules regarding the use, disclosure, and access to CPNI to be very important.

Violation by company employees or agents of such CPNI requirements will lead to disciplinary action (including remedial training, reprimands, unfavorable performance reviews, probation, and termination), depending upon the circumstances of the violation (including the severity of the violation, whether the violation was a first time or repeat violation, whether appropriate guidance was sought or received from the CPNI Compliance Officer, and the extent to which the violation was not deliberate or malicious).



Christopher J. Marshall, President
MMG Holdings, Inc.